Role Profile

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Receptionist

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| **JOB TITLE:** | Receptionist Youth Zone | **SALARY:** | London Real Living Wage currently £13.85 an hour |
| **REPORTING TO:** | Admin Coordinator | **HOLIDAYS:** | 34 days including bank holidays and a day off on your birthday – Pro Rata |
| **LOCATION:** | Future Youth Zone, 201-225 Porters Avenue, Dagenham, RM9 5YX | **HOURS:** | 13.5 hours a week |
| **THE PERSON:** | Do you want to use your friendly and welcoming nature alongside your organisational and front of house skills to positively change the lives of young people? You will be passionate about ensuring all young people have access to a safe and fun environment. | | |
| **KEY RELATIONSHIPS:** | Young People, Parents, Visits, Facilities Officer, Fundraising Development Manager; Head of Youth Work, Volunteer & Training Manager; Other Youth Zone staff, OnSide, External Stakeholders | | |

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| **KEY DATES** | **Closing date: 2nd June 2025** Interviews will be held during the day or in the evening of the week beginning 9th June 2025    To apply please complete the sessional application form, which can be found on our website and send to [recruitment@futureyouthzone.org](mailto:recruitment@futureyouthzone.org) |

**Future Youth Zone are committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. This post is subject to an enhanced DBS check.  Pre-employment checks will be required for this role.** 

**JOB PURPOSE:**

A vital front of house role, the reception is the first point of contact for young people and their families.  Your face will be the first they see on entering the youth centre and a warm friendly welcome will set the tone for their whole youth zone experience.  A welcoming reception team who are also positive about young people is core to what makes the youth zone function alongside all other team members.  You would be responsible first of all for giving every young person a positive experience when entering Future Youth Zone.  You will also be responsible for the reception area, ensuring young people payments and memberships are processed smoothly. Answering phone calls and dealing with enquiries, maintain the membership database efficiently, cashing up cash payments at the end of sessions correctly and carry out regular communication with other team members.

**CONTEXT OF THE POST:**

Future was the first Youth Zone in London opened by the national charity, OnSide in Spring 2019.

Future, like all OnSide Youth Zones, exists to give young people, particularly those who are disadvantaged, somewhere to go, something to do and someone to talk to. Each Youth Zone is open 7 days a week, at weekends and during school holidays, with the purpose of supporting young people to become happy, healthy, and successful adults.

The Youth Zone supports young people like [Monique, Owen and Bola](https://www.youtube.com/watch?v=hfQsJCqgsFI) to grow and develop.

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**DUTIES AND RESPONSIBILITIES**

* Responsible for maintaining reception area at Future Youth Zone and providing a welcoming environment
* To act as the first point of contact for youth zone members, staff, volunteers, suppliers, visitors and the general public
* To ensure new members are welcomed into the youth zone and introduced to a members of the youth work team
* To ensure junior members leave sessions safely in the care of parents or guardians
* To ensure all visitors to the youth zone comply with health and safety requirements and child protection/safeguarding procedures, including the allocation of visitor badges and signing in and out
* Deal with telephone enquiries, take and relay accurate messages, screen and direct phone calls
* To book Youth Zone members into sessions, collect membership and session fees and enter new members onto the system via the database (full training will be provided for membership database)
* To support young people and parents/guardians with completing membership paper or online forms
* Accurate cash handling and cashing up at the end of each session
* To ensure any administration and paperwork is up to date and completed by the end of any youth zone session
* To keep records up to date related to attendance, trips events and meetings
* To support smooth running of the Youth Zone session as required
* Assist with any general administration duties and communication functions as required
* Carry out any other reasonable duties as requested by line manager

**DUTIES AND RESPONSIBILITIES GENERA:**

* Be a role model for young people and present a positive “can do” attitude.
* Take personal responsibility for own actions.
* Commit to a culture of continuous improvement.
* Work within the performance framework of Future Youth Zone and OnSide.
* Represent Future Youth Zone positively and effectively in all dealings with internal colleagues, and external partners.
* To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using the safeguarding policies, procedures and practice (training to be provided).
* To assist with any promotional activities and visits that take place at the Youth Zone.
* To always adhere to Future Youth Zone policies, with particular reference to Health and Safety, Safeguarding and Equal Opportunities

**Person Specification**

Applicants must demonstrate in their application form that they currently have the experience and use the skills outlined below or have used them previously in employment, education, training, volunteering etc.

**PERSON SPECIFICATION**

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| --- | --- | --- |
| Selection Criteria\*  A = Application Form   I = Interview   T = Test/Personality Profile | Essential or Desirable | Method of Assessment |
| Experience | | |
| Experience managing or supervising a reception desk or entrance point | Essential | A & I |
| Experience of working in a customer facing environment | Essential | A & I |
| Experience of dealing with general public | Essential | A & I |
| Experience of using a membership system or database | Essential | A & I |
| Experience of handling cash | Desirable | A & I |
| Experience of working with young people | Desirable | A & I |
| Qualifications |  |  |
| GCSE in maths and English or equivalent | Essential | A & I |
| A basic IT or computer literacy qualification | Desirable | A & I |
| Skills |  |  |
| Ability to engage with all types of people from young people, community members and colleagues to official visitors and board directors | Essential | A & I |
| Willingness to support the Youth Work Team in ensuring a safe, fun and welcoming environment for all young people | Essential | A & I |
| Able to communicate effectively with young people, parents, team members and members of the public  Able to work under own initiative and part of a team | Essential | A & I |
| Able to diffuse pressurised situations while remaining calm and in control | Essential | A & I |
| Ability to engage and build positive relationships with young people including disengaged and disadvantaged young people | Essential | A & I |
| Ability to pay attention to detail, be thorough and organised |  |  |
| Excellent timekeeper | Essential | A & I |
| Knowledge |  |  |
| Knowledge of computers and relevant software such as MS Office | Essential | A & I |
| Knowledge of health and safety, diversity awareness and safeguarding best practice | Desirable | A & I |
| Special Requirements |  |  |
| A willingness to work unsociable hours | Essential | A & I |
| The willingness to be part of a wider team and understand the core Youth Zone delivery model. | Essential | A & I |
| A willingness to cover holidays, events and staff absence |  |  |
| Enhanced DBS clearance and commitment to Safeguarding children | Essential | A & I |

\*Selection criteria for guidance only, alternative methods may be used to assist the selection process

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**The strength of the OnSide Network of Youth Zone is the diversity of its people, we place huge value on different people doing things in different ways and we welcome applications from what might be considered non-traditional backgrounds. The one thing we all have in common is our desire to raise the aspirations of young people across the country.**

For information regarding how Future Youth Zone and OnSide Youth Zones process your data, please visit www.futureyouthzone.org/privacy-policy/

**OUR VALUES AND STAFF BENEFITS:**

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